

**DSS ADMINISTRATIVE LETTER FNS-9-2010**  
**New Procedures for Releasing Tax Intercepts and Changes to the Debtor Detail Screen**

DSS ADMINISTRATIVE LETTER WF-10-2010

DMA ADMINISTRATIVE LETTER DMA-2-2010

**TO: County Directors of Social Services**

**ATTENTION: Work First Managers and Supervisors**

**Food and Nutrition Services Managers and Supervisors**

**Medicaid Eligibility Supervisors and Staff**

**Program Integrity Supervisors and Investigators**

**DATE: March 25, 2010**

**SUBJECT: New Procedures for Releasing Tax Intercepts and Changes to the Debtor Detail Screen**

**EFFECTIVE: April 1, 2010**

**I. GENERAL INFORMATION**

The purpose of this letter is to explain the new procedures for releasing State and Federal Intercepts. Effective April 1, 2010, only State staff will have authorization to enter changes on claims in EPICS in the following areas: (1) NC Debtor Setoff Field, (2) TOP Intercept Indicator field, and (3) NC Debt Setoff Pending Intercept screen. The new process will improve the efficiency of the system and the integrity of the data in EPICS.

**II. PROTECTED FIELDS ON THE DEBTOR DETAIL SCREEN**

County staff will no longer have access to the NC Debt Setoff field or the TOP Intercept Indicator field on the Claim Debtor Detail screen. Counties are to notify the appropriate State staff, in writing on county letterhead if a debtor has filed bankruptcy, has litigation in process, or requested an appeal. All requests must be signed by the investigator and a Program Integrity Supervisor. The request must be documented on the EPICS notepad. Once the written notice is received, the State staff will enter the appropriate code on the indicator field.

**III. NC DEBT SETOFF PENDING INTERCEPTS SCREEN**

County staff will no longer have the ability to update the Appeal Indicated (APL) field from the NC Debt Setoff Pending Intercepts screen. If a county worker tries

to update the field (F9), the following error message will appear: "FRDPT0C Only State Level Users Can Update". Counties are to notify the appropriate State staff in writing on county letterhead if a debtor waives their right to the appeal. The request must be documented on the EPICS notepad. All requests must be signed by the investigator and a Program Integrity Supervisor. Once the written notice is received, State staff will enter the appropriate code on the APL Indicator field.

#### **IV. PROCESS TO RELEASE A TAX INTERCEPT**

Only State staff will have authorization to refund or release State and Federal interceptions. In the event a refund is warranted, the interception will be released to the appropriate debtor.

Mail or fax requests for interceptions on county letterhead to the appropriate State DMA or DSS staff to the following:

1. Mailing address: DMA, Quality Assurance Section – 18  
2501 Mail Service Center  
Raleigh, NC 27699-2501  
Fax number (919) 715-7706

Mailing address: Economic and Family Services  
Attn: FNS or WFFA PI Consultant  
2420 Mail Service Center  
Raleigh, NC 27699-2420  
Fax number (919) 334-1266

2. The request must include:

- Referral ID
- Casehead Name
- Program Case ID
- Justification for refund of interception
- Amount of the interception
- Reason for the interception refund
- Investigator's signature

- Program Integrity supervisor's signature

3. Upon approval of the request, State staff will process release of the interception.

## **V. EFFECTIVE DATE**

This policy is effective April 1, 2010.

Should there be additional questions, contact the PI Program Consultant for the appropriate assistance program.

Sincerely,

Dean Simpson, Chief  
Economic and Family Services  
NC Department of Social Service

Craig L. Gray, MD, MBA, JD, Director  
NC Division of Medical Assistance

DS/CLG/mh/sd/as

cc: Sherry S. Bradsher

Sarah Barham

Hank Bowers

Charisse Johnson

Debbie Hawkins

Carolyn McClanahan

Jeryl Anderson

Work First Local Support

Local Business Liaisons